



Kevin Babcock,  
General Manager/CEO

## JACKSON ELECTRIC RESPONDS TO SOCIAL CHANGE

We live in an ever-changing and evolving world. That said, Jackson Electric is susceptible to change. Over the past few years, we have identified some areas of concern regarding our office building. We realized the way we previously conducted our daily operations needed to be modified to adapt to changes in time.

If you have stopped by Jackson Electric's office recently, you may have noticed the lobby has received a new look over the past few months. You may have been wondering what the construction was all about. If you're a new member, you may not have seen the office before the remodel. Either way, there have been changes made that will enhance both safety and security at the Jackson Electric office.

There were several reasons Jackson Electric decided to perform the project. One reason was to comply with the ADA laws by making both the front door and reception desk more accessible. A restroom for member use was also added to the lobby for improved accessibility.



Another reason for the remodel was to improve internal operations, including operations occurring at the front reception desk. The area was updated to improve efficiency, increase security, and protect the privacy of members.

Other measures taken to increase privacy and safety include relocating the conference room, adding an office camera for safety and security, and preventing public access to employee offices and IT areas.

Overall, the remodel has been done to increase security and improve our ability to provide services to our membership in a more confidential and efficient manner. By the time you read this magazine, the remodel will be complete. The photos below give you an idea of the front lobby makeover.

Speaking of change, I would like to remind members we are in the process of converting to a new customer information system. If you have not already, please provide us with an updated phone number, cell phone number, and e-mail address. We want to have accurate information when we transfer to the new system. This change is set to occur in the early part of 2018.



1. Secure workspaces for customer service representatives were added to increase the privacy of member information.
2. Office areas are no longer accessible to the public.
3. A restroom will be available in the lobby, providing more accessibility. Pictured are the preliminary steps.
4. The walls of the lobby also underwent a makeover.



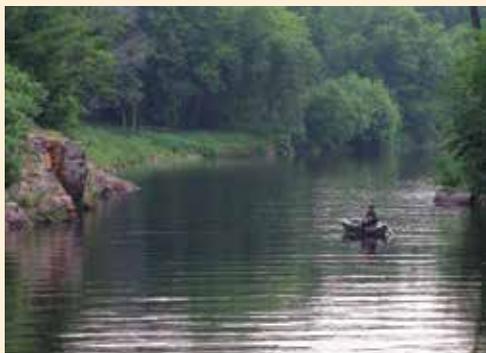
**July**

Charlie and Betty Janke, Hixton



**November**

Rhonda Murphy, Sparta



**August**

Frederick Wittmann, Merrillan



**December**

Judy Puffer, Millston



**September**

Kim Ernstmeyer, Hixton



**January**

Adam Pillard, Black River Falls



**October**

Julie Kish, Mindoro



**February**

Judy Puffer, Millston

# Wall of Members' Photos

What started out as a conversation about hanging local photos on the inside walls of Jackson Electric's building turned into a photo contest to capture what Jackson Electric's members saw through the camera lens.

Beginning last July, members were asked to submit their favorite photo taken in Jackson Electric's service territory. Every month, a photo was selected by Jackson Electric's employees to be the photo of the month. The member-photographer was awarded a \$25 energy credit, and the winning photo is displayed at Jackson Electric.

There were so many photos submitted that captured Jackson County's beauty that we wanted to display more than the winning photos. We decided to print several of the photos submitted, and they, too, are on the wall by the community room at Jackson Electric.

Thank you to everyone who submitted photos throughout the past year. Please feel free to stop by the office to view the "wall of members' photos."



**March**

Nicole Thompson, Merrilan



**April**

Charlie and Betty Janke, Hixton



**May**

Pat and Cindy Shramek, Alma Center



**June**

Lane Epstein, Millston

## CAPITAL CREDIT ALLOCATION

Soon you will be receiving your capital credit allocation notice in the mail. This notice shows the amount earned and credited to your capital credit account for the year stated on the notice. This is notification of your allocated capital credit amount in the cooperative, not a capital credit retirement check.

Allocation of net margins is set aside into the member's account to be used by the cooperative as operating capital for reliability improvements and maintenance over a period of years. An allocation is made annually based upon the member's patronage from the previous year.

Some members may receive a capital credit retirement check in December. Annually, the board of directors decides the amount and years to retire based on the financial needs of the cooperative.

If you move from our service lines, please inform us of your new address so we can keep you updated on your capital credit account and send any retirement you are eligible to receive.

## #SUPPORTINGOURYOUTH

Jackson Electric is a proud buyer at the Jackson County Fair's Livestock and Dairy Basket Auction. The hogs were processed for the pulled pork sandwiches served at the annual member picnic in August. Eight lucky members who attended the member picnic had an opportunity to win 1/8 of beef.



1. Directors Brian Huber, Chris Curran, and General Manager Kevin Babcock pose with Conner Waughtal, son of Jeff and Tricia, of Melrose.
2. Mackenzie Shramek, left, daughter of Chris and Stacy from Alma Center, smiles after Jackson Electric purchased her market hog.
3. This crossbred steer was exhibited and sold by Jacob Olson, son of Mark and Kelly, of Hixton.
4. Director Dave Peasley purchased a dairy basket from Victor Ruzic, son of Pat and Carol, from Hixton.
5. Jackson Electric purchased this market lamb from Jaymee Graham, daughter of Matt and Maribeth, of Black River Falls.



## TAYLOR YOUTH ATTENDS LEADERSHIP TRAINING

Each year, Jackson Electric sponsors students from area high schools to attend the Youth Leadership Congress (YLC) held at the University of Wisconsin-River Falls. Preston Guttenberg represented Jackson Electric at this year's YLC, held July 26–28. Asked why he decided to attend the YLC, Preston says, "In the past, my brother attended, and I thought it would be a good opportunity to develop leadership skills and meet people."



Preston Guttenberg

The YLC is a three-day event sponsored by Wisconsin's electric cooperatives and facilitated by the Wisconsin Electric Cooperative Association (WECA). At the YLC, students have the opportunity to work with other youth from across Wisconsin to develop their leadership skills through exposure to seminar sessions, hands-on activities, and team-building experiences.

After returning from the YLC, Preston expressed, "I learned about how co-ops function and the involvement of the members who use their services."

At the Congress, students learn about the history of cooperatives and the cooperative business model, discuss cooperative careers, and listen to motivational speakers. A highlight of the event is the District Meetings seminar. The students are divided into districts and introduced to an actual cooperative scenario. Together, district members must develop a solution to

the issue. Preston's favorite activity was listening to Craig Hillier, a motivational speaker and author, talk about leadership.

Preston recommends the YLC to others. "It was a great time to make friends and learn about leadership," he shares.

Students participating in the YLC are eligible to enter the WECA Essay Contest. The authors of the top three essays are awarded with a continuing education scholarship. Preston entered the essay contest, but the results of the contest were not available at the time of publication.

Preston is the son of Jamie and Leslie Guttenberg of rural Taylor, and is a junior at Blair-Taylor High School.—*Brandi Shramek, communications intern*



Friendships develop at YLC. Preston, second in the back row, and some new friends pose following the etiquette dinner.

## COMPUTER UPGRADE COMING

Jackson Electric will be upgrading its customer information system in February 2018. This upgrade will enable staff to handle member questions more efficiently, and provide user-friendly bill pay options for members.

As we get closer to the "go-live" date, it will be important for you to watch your mail for updates regarding the upgrade. For now, keep watching for information in this magazine, quarterly newsletters, and Jackson Electric's Facebook page.

## MEET YOUR DIRECTOR, JERRY HUBER

Jerry Huber is Jackson Electric's District 3 director. A semi-retired farmer from the Humbird area, Jerry and his wife, Vicki, have three sons and eight grandchildren. He enjoys camping, fishing, and attending his grandchildren's school activities.

Asked what he believes everyone should do at least once in their lifetime, Jerry says, "Serve on some type of board." Jerry is the vice president of the board and represents Jackson Electric on the Dairyland Power Board of Directors. His favorite part of being a director is working with the other directors and the general manager/CEO. Jerry adds, "I enjoy serving on the board."—*Brandi Shramek, communications intern*



Your Touchstone Energy® Cooperative

Customer Service 715.284.5385  
800.370.4607  
Outage Reporting 855.222.DARK (3275)  
Diggers Hotline 800.242.8511  
www.jackelec.com

Mailing Address: P.O. Box 546  
Black River Falls, WI 54615  
Office Hours: Monday – Friday, 7:30 a.m. to 4:00 p.m.  
Board of Directors: Gary Woods, President  
Jerry Huber, Vice President  
David Peasley, Secretary-Treasurer  
Daniel Smrekar, Kristi Hanson, Stanley Gran, Brian Huber, Chris Curran, Jerry Wagner

Kevin Babcock, General Manager/CEO

Jackson Electric Cooperative is an equal opportunity provider and employer.

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